

AMENDMENT TO THE SPECIFICATION

Please amend the specification by marked up replacement paragraph(s) as follows.

Please replace paragraph [01] with the following:

--The present invention claims the benefit of priority under 35 U.S.C. § 119(e) to United States Provisional Patent Application Number 60/263,222 of *Diemer et al.*, entitled "ON-LINE SERVICING SYSTEM," filed on January 23, 2001 and is related to the following commonly owned co-pending United States Patent Applications to *Felkey et al.*, filed herewith, entitled: (1) "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. 10/051,182 ~~xx/xxx,xxx~~, Atty. Dock. No. 09710-1123/WMA-01-003 and (2) "METHOD AND SYSTEM FOR PROVIDING SOFTWARE INTEGRATION FOR A TELECOMMUNICATIONS SERVICES ON-LINE PROCUREMENT SYSTEM," Serial No. 10/051,180 ~~xx/xxx,xxx~~, Atty. Dock. No 09710-1124/WMA-01-004, the entire contents of all of which are incorporated herein by reference.--

Please replace paragraph [13] on page 5 with the following:

--According to another aspect of the present invention, there is provided a system for procuring and servicing telecommunications offerings, including a customer browser loaded on a customer client computer, the customer browser being configured to submit a procurement inquiry, the procurement inquiry specifying a selected telecommunications offering from among voice, Internet and mobile telecommunications offerings; a back office browser loaded on a back office client computer, the back office browser being configured to submit a service inquiry, the service inquiry specifying a search criteria with respect to an order for a telecommunications offering, a customer agent assigned for servicing a telecommunications offering order, and a

move, change or disconnection (MCD) of a telecommunications offering order; and a server program loaded on a server computer and being configured to receive the procurement and service inquiries, generate procurement data pertaining ~~the~~ to the selected telecommunications offering and service data pertaining to the search criteria, and transmit the procurement and service data.--

Please replace paragraph [41] with the following:

--The system 300 and the telecommunications service procurement system 310 are further described herein. The system 300 includes software integration, which is further described in the commonly owned co-pending United States Patent Application to *Felkey et al.*, filed herewith, entitled "METHOD AND SYSTEM FOR PROVIDING SOFTWARE INTEGRATION FOR A TELECOMMUNICATIONS SERVICES ON-LINE PROCUREMENT SYSTEM," Serial No. 10/051,180 ~~xx/xxx,xxx~~, Atty. Dock. No. 09710-1124/WMA-01-004.--

Please replace paragraph [43] with the following:

--Similarly, the customers 302, 304 or 306 may order telecommunications products and/or services on-line via a customer GUI (not shown) running on the devices 302a, 304a and 306a over the communications network 308. The back office GUI and the customer GUI are further described in the commonly owned co-pending United States Patent Application to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. 10/051,182 ~~xx/xxx,xxx~~, Atty. Dock. No. 09710-1123/WMA-01-003. --

Please replace paragraph [54] with the following:

--The customer experience includes, for example, providing pre-sale, service ordering and post-sale support. The customer experience begins as a prospective customer links to the web site or is brought directly to the web site via a click through mechanism (e.g., using a web browser). The web site functions 502a include, for example, providing a customer graphical user interface (GUI) over the communications network 308 as described in the commonly owned co-pending United States Patent Application to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. 10/051,182 ~~xx/xxx,xxx~~, Atty. Dock. No. 09710-1123/WMA-01-003. --

Please replace paragraph [58] with the following:

-- The swivel chair/back office functions 512a-518a are linked to the shopping cart functions 506a and 510a. In this respect, the web site functions 502a include, for example, providing a back office graphical user interface (GUI) over the communications network 312 as described in the commonly owned co-pending United States Patent Application to *Felkey et al.*, filed herewith, entitled "GRAPHICAL USER INTERFACE FOR PROCURING TELECOMMUNICATIONS SERVICES ON-LINE," Serial No. 10/051,182 ~~xx/xxx,xxx~~, Atty. Dock. No. 09710-1123/WMA-01-003. The swivel chair 316 and the customer service 314 personnel can perform the swivel chair/back office functions 512a-518a via the back office GUI. --

Please replace paragraph [61] with the following:

-- If a customer requires additional, consultative, or sales support, the customer can access the technical questions function 514a (e.g., online chat, instant messaging, frequently asked questions (FAQs), etc.) and interact with the customer service ~~personal~~ personnel 314.

The service coordination function 516a includes, for example, assigning a service coordinator to a customer. The service coordinator would be responsible and accountable for ensuring a positive e-commerce experience (e.g., providing regular updates, order tracking, moving a customer through the process, ensuring milestones are met, etc.).--

Please replace paragraph [75] with the following:

--The above and other changes, extensions and custom designs are described in the commonly owned co-pending United States Patent Application to *Felkey et al.*, filed herewith, entitled "METHOD AND SYSTEM FOR PROVIDING SOFTWARE INTEGRATION FOR A TELECOMMUNICATIONS SERVICES ON-LINE PROCUREMENT SYSTEM," Serial No. 10/051,180 ~~xx/xxx,xxx~~, Atty. Dock. No 09710-1124/WMA-01-004.--